

Are Perfins Necessary Today? Bulletin Bulletin 335/24; 336/11

First I have to correct a mistake in the text in Bull.336/12. Almost at the bottom of the page I printed . Claims of less than £1,000 will not be accepted". This should read £1.00. This came about because in the PO Guide it was printed as **£1.00** and seeing the comma I wrongly assumed that a nought had been missed off the end. £1 makes far more sense. **Please alter your 336 Bulletin or this mistake will continue to be wrong for all who may read the Bulletin in years to come.**

I had hoped that in this, my last, Bulletin 1 would have been able to bring this discussion to a satisfactory conclusion. It had been suggested that if the Post Office Headquarters was contacted, they would be able to answer the question, *"Will mint perfins, with gum, at least in pairs, be redeemable at the Post Office? "*

With this in mind, on June 30th, I rang the number for Customer Services (08457 740 740) which is the only one printed on my April 2005 Price Guide. I first of all asked for the address of the main Post Office Headquarters in London and was informed that there was no such place. I then explained, as succinctly as possible (which was not easy), my query. The lady on the line said she would put me through to someone who may be able to help. Music!! A second time I had to explain what I wanted. Again I was passed along to someone else - after the 'Music'! This time I was given an address to write to in, of all places, DUBLIN. This I did on 30th June writing the full story of perfins, use of, reasons for, P.O. Guide directive to postmasters re redeeming of perfins and was this still in operation, if so, photocopy of the instruction in their Guide. July 14th I had a letter back from Glasgow Contact Centre giving me a Royal Mail address in Edinburgh to write for the information I wanted. The same day I printed off the letter I had sent to Dublin with another covering letter explaining why I was writing to the Edinburgh address but to date, July 30th, I have had no reply.

I, personally, have no complaints about the post office delivery service (except for the time of the delivery to my house). Last week I posted a letter, second class, from Sheffield to Dartford and the recipient rang me at 11am the next morning. However, the Customer Services would appear to leave a lot to be desired.